

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Haynes et al. Examiner: Van Doren, B.  
Serial No.: 09/474,643 Group Art Unit: 3623  
Filed: December 29, 1999 Docket No.: 60027.0326US01/BS#98041  
Title: System and Method for Eliminating An Unnecessary Dispatch of a Service Technician

CERTIFICATE UNDER 37 CFR 1.8:

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail, with sufficient postage, in an envelope addressed to: Mail Stop RCE, Commissioner for Patents, Mail Stop RCE, P.O. Box 1450, Alexandria, VA 22313-1450 on April 8, 2004.

By: 

Name: Jodi L. Hartman

PETITION FOR EXTENSION OF TIME**RECEIVED**

APR 29 2004

**GROUP 3600**

Mail Stop RCE  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

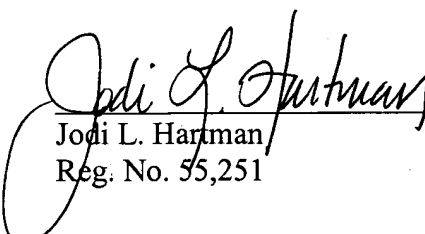
In accordance with the provisions of 37 C.F.R. §1.136(a), it is respectfully requested that a 3-month extension of time be granted in which to respond to the outstanding Office Action mailed October 8, 2003, said period of response being extended from January 8, 2004 to April 8, 2004.

Please charge Deposit Account No. 13-2725 in the amount of \$950.00 to cover the required extension fee for a large entity.

Respectfully submitted,

MERCHANT &amp; GOULD

Date: April 8, 2004  
04/27/2004 SLUANG1 00000005 132725 09474643  
01 FC:1253 950.00 DA

  
Jodi L. Hartman  
Reg. No. 55,251

Merchant & Gould, LLC  
P.O. Box 2903  
Minneapolis, MN 55402-0903  
Telephone: 404.954.5100

**39262**

PATENT TRADEMARK OFFICE